

# Qualtrics FAQs

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## About Qualtrics

### ✚ What is Qualtrics?

Qualtrics is web based software that allows the user to create surveys and generate reports without having any previous programming knowledge.

### ✚ Why use Qualtrics?

Qualtrics enables you to do surveys, feedback and polls using a variety of distribution means. Results can be viewed in reports and can be downloaded. Qualtrics allows you to share surveys and results as well as collaborating with other users.

### ✚ What can I use Qualtrics for?

As an aid to research, use Qualtrics to create surveys, reports on results from surveys, create polls.

### ✚ Is Qualtrics secure?

Yes, Qualtrics is secure. An SIUE e-id and password is required.

### ✚ Can anyone access my data?

Only people that you have shared/collaborated with will be able to view your data.

### ✚ Where are the surveys/results stored?

The surveys, polls, results and reports are stored on Qualtrics secure servers.

### ✚ Can this be used on a Mac?

Qualtrics can be used on a PC or a Mac.

### ✚ Is there a preferred browser?

No. Can be used with Internet Explorer, Firefox, Safari and Chrome.

## Qualtrics Accounts

### ✚ Who can use Qualtrics?

Faculty, staff and students using their SIUE e-id and password.

### ✚ How do I get an account?

From browser, navigate to <https://www.siuqualtrics.com>. Will be redirected to SIUE log in web page. Log in using your SIUE e-id and password.

Note: Please do not create an account from Qualtrics.com home page. If you have already created an account this way, please contact the Help Desk, ext. 5500 or email [ftc\\_help@siue.edu](mailto:ftc_help@siue.edu).

- ✚ Where do I log in?  
From browser, navigate to <https://www.siue.qualtrics.com>. Will be redirected to SIUE log in web page. Log in using your SIUE e-id and password. Suggest that you bookmark this location.
- ✚ How do I change my password?  
Your password is authenticated by SIUE (using your e-id). Password is changed by going to <http://www.siue.edu/eid>.
- ✚ Can I access my surveys/results off-campus?  
Yes, wherever you have internet access you can access Qualtrics. But, you will still need to use the SIUE log in not the Qualtrics log in.
- ✚ Is there a limit on how many surveys/results can be open or archived?  
Yes. If it is an issue, contact ITS Help Desk, ext. 5500 or email [ftc\\_help@siue.edu](mailto:ftc_help@siue.edu) and your request will be processed.

## Training/Help

- ✚ How do I get help?  
From browser, navigate to <http://www.qualtrics.com/university>. Qualtrics offers a very extensive online training.  
Contact ITS Help Desk, ext. 5500.  
Email [ftc\\_help@siue.edu](mailto:ftc_help@siue.edu).  
Web pages:  
Students – <http://www.siue.edu/its/students/qualtrics/index.shtml>  
Faculty and Staff – [http://www.siue.edu/its/fac\\_staff/qualtrics/index.shtml](http://www.siue.edu/its/fac_staff/qualtrics/index.shtml)
- ✚ Can I get training?  
A variety of training is available online from Qualtrics. This includes training by topic and live online training (webinars). From browser, navigate to <http://www.qualtrics.com/university>.  
  
ITS offers trainings:  
Faculty and Staff – [http://www.siue.edu/its/fac\\_staff/qualtrics/index.shtml](http://www.siue.edu/its/fac_staff/qualtrics/index.shtml)

## Surveys/Polls

- ✦ How do people know/take my survey?  
You decide the method through the distribution process. This can be email, link embedded on a web page, link using a social network (e.g., Twitter, Facebook).
- ✦ Can anyone see my survey?  
Depends upon how you published your survey.
- ✦ Can I create a template?  
Yes, create a survey, assign a name that it is recognized as your template (and not an actual survey) and remember not to distribute it.
- ✦ Can I copy other surveys to create a new survey?  
Yes. You can copy entire survey or just a question. You can copy from any survey you have saved, that has been shared with you from another user or from the library.
- ✦ Can I download my surveys or save them locally?  
Yes, export as a .qsf file for a backup copy.
- ✦ When creating a survey what does display logic refer to?  
Basically, it is the order or if questions are asked. Display logic is too involved to answer here. From your browser, navigate to <http://www.qualtrics.com/university>, select Question Options/display logic.

## Results/Reports

- ✦ What happens to my results?  
Results are shown in an Initial Report. Very basic, reports number of responses, percentages and basic statistics.
- ✦ Can I share my results?  
Yes. You decide on who has access to your raw data or you can make a report public.
- ✦ Can I download my results?  
Yes. It can be downloaded as .csv, SPSS, xml or html.